



***Q3 technologies***

## Implementation and customization support in Oracle ERP for a leading commercial finance company

Q3's global sourcing model gives the maximum benefit to customers in terms of cost savings, improved quality, access to highly talented professionals, flexibility of operations and reduced time to market.

# Case Study - Leading Commercial Finance Company

## Oracle - ERP Center of Excellence

### Business Situation

This customer was seeking a vendor who could provide 24x7 customization and implementation support for SSP5, a global implementation of Self Service Procurement in an effort to centralize procurement processes in a single instance.

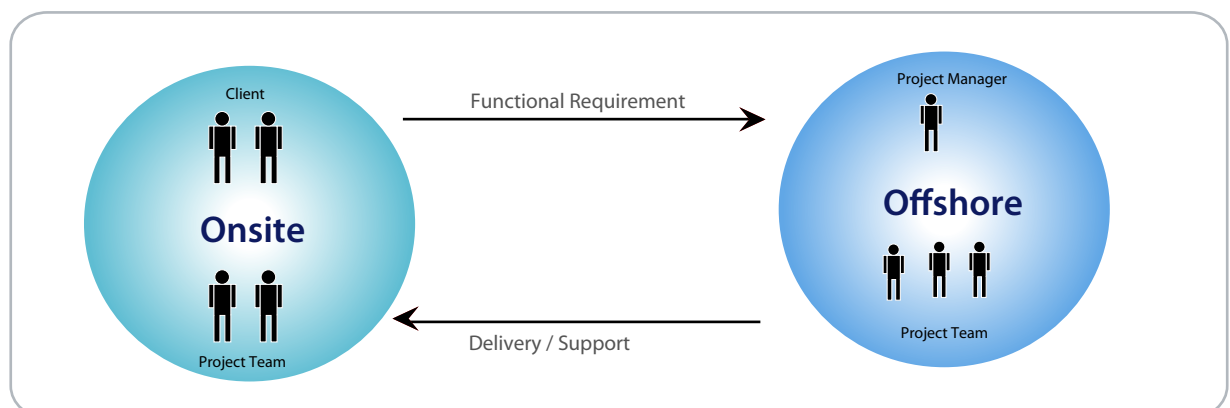
SSP5 instance interacts with the local instances through various interfaces and financials are handled by each individual local instance to fulfill the procurement needs for its various businesses spread across the world.

Q3 Technologies offers a complete range of Oracle Applications solutions to meet the needs of organizations of all sizes and levels of complexity. Q3 Technologies leverages the customer's current investments with Oracle Applications to seamlessly integrate and manage business process between Oracle Applications and other applications.

The business approach followed by Q3 Technologies was as follows:

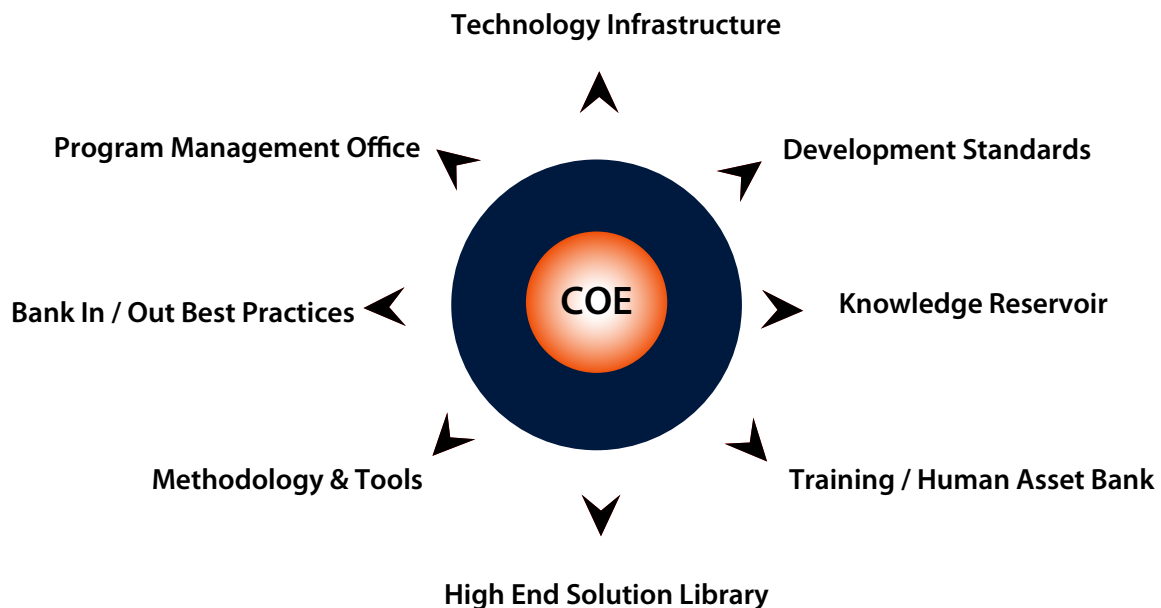
- » Requirements gathering and creation of functional designs
- » Creation of technical designs
- » Customization of Oracle Applications modules
- » Implementation and upgrade of Oracle ERP suite
- » Coordination of review and approval of designs
- » Data mapping for interfaces and data conversions
- » Development of code and coordination with offshore delivery team
- » Unit, regression, integration and system testing of components
- » Coordination and participation in user acceptance testing
- » Production cutover and post-production support

### Solution



The key areas shown in the diagram below are inherent in the success of this kind of high work quality and are incorporated into the objectives given below.

- » Ensure integrated best practices and functional knowledge
- » Maximize collaboration and sharing of knowledge among Business Units
- » Improve quality and consistency of mission critical information
- » Leverage scarce and expensive technical resources (people) across the enterprise
- » Standardize tools, services and processes
- » Manage new software releases (evaluations, upgrades, etc.)
- » Minimize duplication of efforts and redundancy in Oracle Apps implementations
- » Provide a centralized helpdesk for all Oracle Apps concerns
- » Evaluate, understand and exploit new technology
- » Identify, refine and implement core processes for technology infrastructure delivery
- » Maximize operational efficiencies, minimizing the cost of Oracle Apps implementation & support
- » Promote operational excellence and reduce cost throughout enterprise
- » Standardize training and documentation



The SSP5 system has been upgraded recently to Oracle Applications release 11.5.9 allowing businesses access to the latest functionality available in Oracle procurement worldwide.

**The customer realized the following benefits:**

- » Users can send web-based requisitions to effectively manage worldwide procurement
- » Reduced inventory by 20%
- » Increased operational efficiency by 15%
- » Reduced operational costs by 15%

## Benefits